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I N F O R M A T I O N

Information Management and Computing at the University of Virginia Health Sciences Center

Volume 4, Number 7

Speak Now! ***Selection Team Wants Your Input on the*** ***Integrated Healthcare Management System***

Hal Scott, KPMG Peat Marwick's Healthcare World Class Technology Practice Leader, hscott@kpmg.com, leads a core team of multidisciplinary representatives from both the Medical Center and the Health Services Foundation in the selection of a computer-based, enterprise-wide integrated healthcare management system (IHMS). A Request for Proposal was issued January 30, 1998, with responses due by March 2nd. Through this competitive procurement, the University of Virginia (UVa) Health System will be evaluating integrated vendor applications over the next several months to select the one that best supports the overall requirements for effective and efficient management of patient care.

What are the major requirements for a new system?

We are looking for functionality that best supports the mission of the clinical enterprise and complements the current Health Sciences Center infrastructure. The system should accommodate our current environment as well as the future environment that may result because of the changes we anticipate will be needed to support managed care. In addition to system quality we are looking at vendor capability and viability,



Hal Scott, IHMS Consultant

because given the size and complexity of the UVa Health System, this is a long-term, critical investment. The selection team has developed lists with hundreds of detailed specifications relating to specific areas of focus. The major areas we are looking into initially include patient access (enterprise scheduling and registration), patient care (encounter and clinical documentation as well as the computerized patient record), and financial service (physician billing,

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"The information system we select now will establish our technology infrastructure for the new millennium."

University of Virginia
Health Sciences Center

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patient accounting, as well as clinical and
financial decision support).

**How is the selection team
structured?**

There are two oversight committees, the
Governance Committee, chaired by Dr.
Tom Massaro, tam3j@virginia.edu, and the
Clinician Advisory Board, chaired by Dr.
Steve Borowitz, smb4v@virginia.edu. There
are also four committees focusing on specif-
ic system components and workflow
models:

■ **Patient Access** chaired by Robbyrda
Preston, rp4a@virginia.edu;

■ **Patient Care** chaired by Agnes
Frankfurter, af3q@virginia.edu;

■ **Billing, Financial & Data Repository**
chaired by Bill Ashe, wba@virginia.edu;
and

■ **Infrastructure** chaired by Steve Stearns,
sks9b@virginia.edu.

**How can HSC personnel participate
in the vendor selection?**

In addition to formal presentations to the
committees, we anticipate six different ven-
dors will demonstrate their products for HSC
staff in open houses to be held in Jordan
Hall and the Primary Care classrooms during
the months of March and April. Users can
ask the vendors to show how their system
would handle a certain situation or process.
Evaluation forms will be available as users
exit the room to allow them to make com-
ments immediately. Dates and times will be
advertised through fliers, local publications,
and on the project's Web site:

<http://www.mcc.virginia.edu/ihims/>.

After the vendor demonstrations, the
field will be narrowed down to the top 2-3
vendors of choice by early summer. Site vis-
its and discussions with institutions using
the systems will also be part of the process.
Then contract negotiations will start.

**Will there be a total replacement of
existing systems?**

We have asked the vendors to demonstrate
how their product would interoperate with
or replace existing systems. There may not
be a "perfect" end-to-end fully integrated
system on the market right now that will
meet all the needs. The final solution might
be a combination of some new components,
some integration of existing systems, and
some niche products to augment the total
system for specific applications. Vendors
will be required to specify how they would
convert the system from the old to the new
while keeping the current environment in
operation.

**What type of scenario do you envi-
sion for a health care worker using
the new system?**

We hope to automate many of the functions
that are done manually today. Using the
computer to search through vast amounts of
data to pinpoint specific information that the
care giver needs to provide high quality, cost
effective care will be the most significant
thing we can do. The on-line computerized
patient record will provide a complete, accu-
rate, up-to-the-minute medical history
across time and setting, regardless of where
the patient is seen in the system.

Information will be captured at the point of
interaction, using a variety of modalities
that might include handheld devices, voice
recognition, or audio recordings that enter
the record directly. Seamless access to mul-
tiple information sources will be available,
including patient data, statistical informa-
tion, and library database resources.

**What impact will the new system
have on the way we deliver care?**

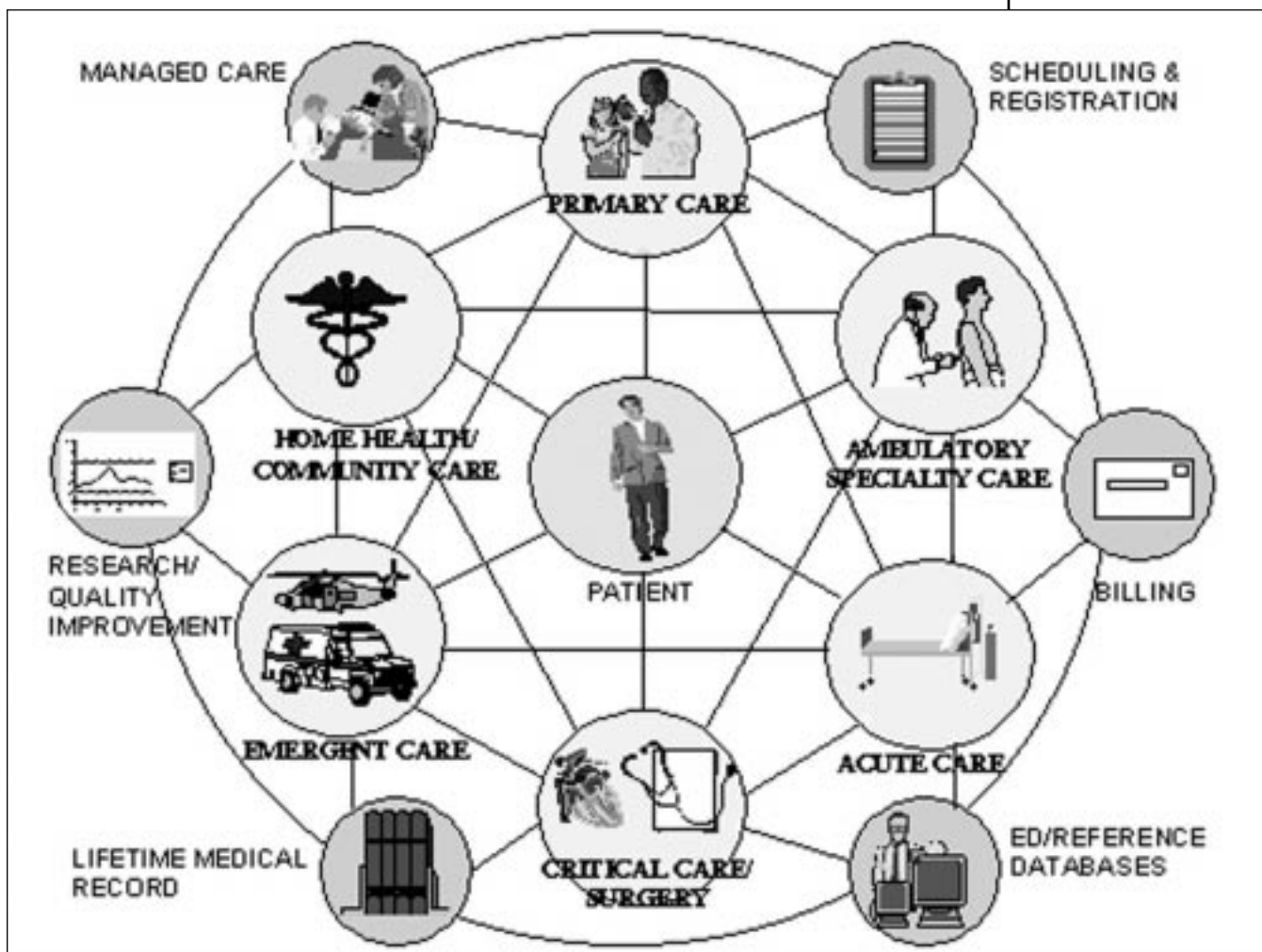
We think that users will find immediately
that they are able to provide much more
effective patient care. An emphasis on pre-
ventive care and wellness will be better sup-



ported, and unnecessary tests and medications can be avoided. The ability to get trend and outcome data will aid both financial and clinical decision support. We will be much better equipped to provide cost and quality data to payers and federal agencies. As a part of the implementation of the new system we will be looking at the existing operational processes to see where changes can be made to improve the way things are done. The changes will build upon themselves incrementally, adding value through-

out the implementation process. We hope this value is realized by the care givers and patients alike. We want potential users of the systems to benefit from early successes with the new system, and this hinges on their getting in the game now and sharing their valuable perspectives on what an integrated system should provide.

Questions or suggestions about the new system may be directed to Mr. Hal Scott at 924-5261 or hscott@kpmg.com. ■



Workflow Model Developed by the Patient Care Committee of the IHMS Selection Team

MONDAY

TUESDAY

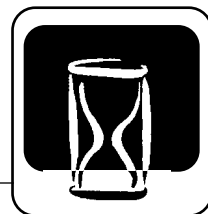
WEDNESDAY

2 Information Warehouse - Intro (ITC) 3:00pm - 5:00pm Carruthers 248	3	4 HomePage Creation on the World Wide Web (Mac) (ITC) 1:30pm - 4:30pm Wilson 216 E-Forms: Intro (Departmental Administrator Training) (ITC) 2:00pm - 4:30pm Carruthers Conf Rm A Internet Collaboration Tools (ATG TechTalk) (ITC) 3:30pm - 5:00pm Carruthers Conf Rm A HomePage Creation on the World Wide Web (PC) (ITC) 5:30pm - 8:30pm Wilson 216
9 BRIO Query (Windows) (ITC) 3/9 & 3/10 8:30am - 12:30pm Carruthers 248	10 E-Forms: Intro (Departmental Customer Training) (ITC) 8:30am - 10:00am Carruthers Conf Rm A BRIO Query (Windows) (ITC) 3/9 & 3/10 8:30am - 12:30pm Carruthers 248 SAS on the MVS Mainframe (ITC) 3/10 & 3/11 2:00pm - 5:00pm Carruthers 248	11 Information Warehouse - Financial Account Summary Data (ITC) 8:15am - 12:30pm Carruthers 248 SAS on the MVS Mainframe (ITC) 3/10 & 3/11 2:00pm - 5:00pm Carruthers 248
16 Information Warehouse - Intro (ITC) 3:00pm - 5:00pm Carruthers 248	17 Information Warehouse - Student Data (ITC) 9:00am to 12:00pm Carruthers 248	18 Information Warehouse - Human Resource Data (ITC) 2:00pm to 4:30pm Carruthers 248 'The Devil's Doctor': New England Physicians and Witchcraft in the 17th Century Norman Gevitz, PhD, Ohio University College of Osteopathic Medicine (History of the Health Sciences Lecture Series) 5:00pm - 6:00pm Health Sciences Library Moll Room
23	24 Information Warehouse - Facilities (ITC) 8:15am - 12:30pm Carruthers 248 Browsing the World Wide Web using Netscape (HSL) 9:00am - 11:00am Health Sciences Library LRC	25
30 Information Warehouse - Intro (ITC) 3:00pm - 5:00pm Carruthers 248	31 PowerPoint 4.0: Intro (HSL) 3:00pm - 5:00pm Health Sciences Library LRC	



ENDAR

For a catalog with full course descriptions, see:
<http://www.med.virginia.edu/hs-library/newsletter/catalog.html>



THURSDAY

FRIDAY

	6	Technology and Community (Digital Directions Speakers Series) (ITC) 1:30pm - 3:30pm Newcomb Hall South Meeting Room HomePage Creation on the World Wide Web (PC) (ITC) 1:30pm - 4:30pm Wilson 216
CAPPS (ITC) 8:30am - 12Noon Wilson 216 Corporate Time - Introduction (ITC) 1:00pm - 4:30pm Carruthers 248	13	
Searching MEDLINE: Intro (HSL) 9:00am - 11:00am Health Sciences Library LRC	20	
Managing Reference Files (PC) (HSL) 9:00am - 11:00am Health Sciences Library LRC Using HTML to Create Web Pages (HSL) 2:00pm - 4:00pm Health Sciences Library LRC	27	

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(ACHS) = ITC - Academic Computing Health Sciences

<http://www.med.virginia.edu/achs/classes/>
achs-train@virginia.edu
982-4025

(ALD) = Alderman Library

<http://poe.acc.virginia.edu/~libinstr/courses.html>
lib-instruct@virginia.edu
924-7702

(EDU) = Education Library

<http://curry.edschool.virginia.edu/curry/resources/library/short/courses.html>
cutler@virginia.edu
982-2664

(HSL) = Health Sciences Library

http://www.med.virginia.edu/hs-library/info_serv/classes.html
kkg8n@virginia.edu
924-5521

(ITC) = Information Technology and Communication

<http://www.itc.virginia.edu/itcweb/help/training/home.html>
itc-train@virginia.edu
243-6595

(MCC) = Medical Center Computing

<http://www.mcc.virginia.edu/train.html>
rlc3m@virginia.edu
924-8390

WINDOWS, WORD, EXCEL, ACCESS...

In-depth courses on Windows, administrative systems, and Microsoft Office Programs are available for a fee through ITC's Computer Skills Development workshops.

For a current schedule, please consult their training page at <http://www.itc.virginia.edu/itcweb/help/training/home.html> or call the ITC Training Administrative Assistant at 243-6595.

Note: Most sponsoring agencies are glad to accommodate special training needs. Contact the appropriate class sponsor to arrange group inservice or specially scheduled classes. ■





Attention Ovid Windows Users: Upgrade Now!



A new version of the Ovid Windows Client software (Version 3.0, release 7.05) is now available. **ALL USERS** of the current Ovid Windows Client program, Release 6.2 or 6.4, will need to download and install this new version. You can check which version you are running from any Ovid search screen by clicking on the **Help** pull-down menu. Choose the **About Ovid...** option and you will see the version number of your program. The Ovid Windows Client software is freely available to all University of Virginia faculty, staff, and students.

Why do I need to re-install Ovid for Windows?

Release 7.05 of the Ovid Windows Client software represents a major rewriting of the program. All Ovid database updates are formatted to be compatible with release 7.05 and eventually Release 6.2 Clients will not be able to access these databases. Release 7.05 also incorporates a number of enhancements not available in previous releases, including:

- E-mail option for downloading search results
- Access to the Ovid Core Biomedical Collection (CBC) database of 15 full-text journals. Previously only available through the Ovid Web client, Windows users will now be able to follow MEDLINE links to the full-text of journal articles from the 15 titles in the CBC.

Ovid client installation

The machine specifications necessary to run the Ovid Windows Client are as follows:

- Windows 3.1, 3.11, or 95
- 386 supported; 486 or Pentium recommended
- 4 mb RAM supported; 8 mb RAM recommended
- 12 mb hard disk space free for storage of Client files
- Internet or network access using Winsock.dll, v.2.0 or higher.

For details on obtaining the Ovid Windows Client, consult the Library's Web site:

http://www.med.virginia.edu/hs-library/info_serv/databases/unix.html. A copy of the client may also be obtained in the Health Sciences Library at workstations 16, 17, and 18 on the main floor. Bring 3 blank, formatted 3.5" disks and copy the 3 installation files called **Disk1.exe**, **Disk2.exe**, and **Disk3.exe**.

NOTE: The Ovid Web Client is also available as an alternative method of accessing Ovid:

<http://ovid.med.virginia.edu/ovidweb/ovidweb.cgi>.

Questions? Contact the Reference Desk at 924-5591 or e-mail hsref@virginia.edu. ■



Tools of the Trade



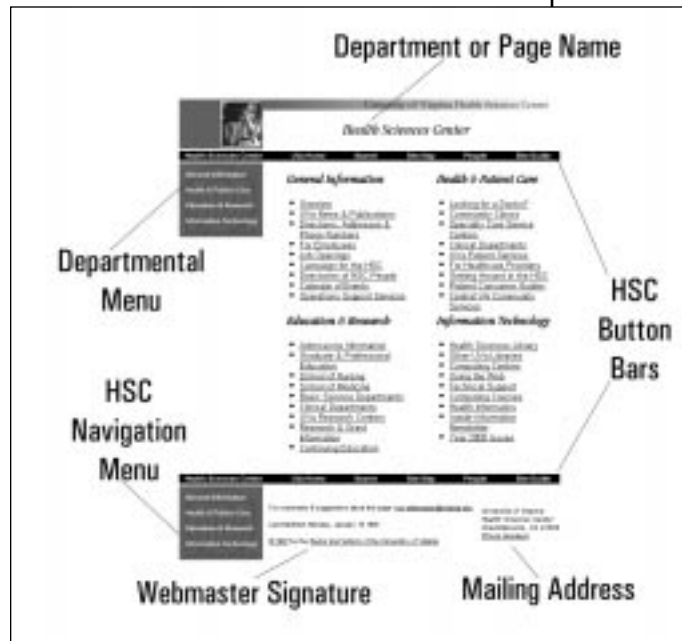
Looked at the HSC Web Site Lately?

In case you haven't visited recently, the Health Sciences Center (HSC) Web site has undergone a substantial redesign. This new design is based on continuous feedback from HSC Web site visitors, departmental Web managers, and Web-related committees, all of whom contribute to the ongoing process of developing a successful Web site. The new design attempts to provide navigational consistency across all pages of the HSC and provide common informational areas or "zones" that will help the user more effectively navigate and find information on the site.

Currently the HSC Web site is made up of over 10,000 Web documents and represents almost 200 HSC departments, centers, and divisions. Given its size, consistency is one of the most important considerations. This consistency is achieved largely through the use of the HSC Web standardized template. Due to the varied audience served by the HSC Web site, the tremendous volume of information contained on the site, and the number of departments that contribute content to the site, the use of a standardized template is key to developing a site that is intuitive to use, easy to navigate, yet still provides distinctions between departments of the HSC.

Although the HSC Web site as a whole is quite large, it is actually made up of individual departmental Web sites referred to as "sub-sites." These sub-sites are managed by departmental Web managers—individuals identified by their department, center, or division to create and maintain the organization's Web pages. In this role, the department Web manager is the key ingredient

to the overall success of the HSC Web site since this person provides important content describing HSC services. Support for departments is provided through a comprehensive online toolkit with templates, image and graphic libraries, Web development guide-



lines, and detailed information that will support beginner to advanced Web developers. The Toolkit can be found at <http://www.med.virginia.edu/toolkit/>. Additional support is provided through classroom training, one-on-one consultations, phone, and e-mail support.

Any HSC department, center, or division may establish a site on the HSC Web. For more information about developing your department's Web site please contact: hsc-webmaster@virginia.edu. ■

Double Click

People, events, and news in informatics



Health Sciences Library

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Reference Desk.....924-5591
Learning Resources
Center.....924-5521
Administration.....924-5464

Library Hours:

Mon-Thurs.....8am-12am
Friday.....8am- 6pm
Saturday.....8am- 5pm
Sunday.....10am-12am

Extended Hours:

Friday and Saturday
March 6 & 7
8am - Midnight

Medical Center Computing

Help Desk.....924-5334

ITC-Academic Computing Health Sciences

Information.....982-4025

Information Technology & Communication

Help Desk.....924-3731



Dr. Calhoun



Dr. Mitchell

Dr. Craig Calhoun, craig.calhoun@nyu.edu, from New York University, and Dr. William Mitchell, wjm@mit.edu, from the Massachusetts Institute of Technology, will speak on the topic **"Technology and Community"** as part of Information Technology and Communication's **Digital Directions** series. The pre-

sentation will be held March 6, 1998, at 1:30pm in the Newcomb Hall South Meeting Room. Dr. Calhoun, chair of NYU's Department of Sociology, focuses on issues of social solidarity and collective identity and is author of the book *Critical Social Theory: Culture, History and the Challenge of Difference* (1995). Dr. Mitchell, dean of MIT's School of Architecture and Planning conducts research and consults on computer applications in design, imaging, and image synthesis and is author of *City of Bits* (http://mitpress.mit.edu/e-books/City_of_Bits/), published in both print and electronic formats.

The Digital Directions Series seeks to explore future technologies, heighten awareness, and stimulate discussion about the implications of information technologies for education and society. For additional information, please contact Diane Fauerbach at

dwf2n@virginia.edu or David Seamans at dms8f@virginia.edu.

The American Medical Informatics Association (AMIA) has issued its "Call for Participation" with a deadline of March 27, 1998. The AMIA 1998 Annual Symposium will be held November 7-11, 1998, in Orlando, Florida. This year's theme is "A Paradigm Shift in Health Information Systems: Clinical Infrastructures for the 21st Century." Check out the AMIA Web site at <http://www.amia.org/> for an agenda, program topics, as well as a PDF version of the submittal form.



The National Library of Medicine has announced its **1998 Medical Informatics Course** May 31 - June 7, 1998, with an application deadline of **March 10, 1998**. This week-long course is designed to familiarize individuals with the application of computer technologies and information science in medicine. The course is limited to 30 fellows. For further information, consult their Web site at http://medicine.ucsd.edu/mbi_info/ or contact Carol Hamel at (508) 289-7401 or e-mail admissions@mbi.edu. ■



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